

## COMPLIMENTS FOR PUBLIC WORKS & MUNICIPAL UTILITIES

FEBRUARY, 2019

### Streets:

**Sent:** Monday, February 04, 2019 9:03 AM

**Subject:** COMPLIMENT - STREETS - 3520 AVE S

Mr. Phillip Landry at 3520 Ave S called to compliment the streets department. He said they did an outstanding job on the alley between Ave R ½ & Ave S.

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**Sent:** Wednesday, February 06, 2019 1:10 PM

**Subject:** FW: 13th Street

Ms. Crummett is thankful for the work put in to get the repairs done on the road.

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**Sent:** Wednesday, February 20, 2019 9:13 AM

**Subject:** Curb Quote and Agreement

CREW POURS MY ALLEY CURB YESTERDAY.

IT LOOKS GREAT, MY THANKS TO YOU AND THE CITY

DR, BILL GLENN, JR

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### Drainage:

**Sent:** Wednesday, February 6, 2019 3:36 PM

**Subject:** Thank you for a quick response

I am writing on behalf of my mother, a long time resident of Galveston, 2705 Palm Circle West. Over the years my mother has noticed and has been concerned about some subsidence between her home and the neighbors home. I also have noticed it when I visit. I emailed my concern and was told someone would be in contact with me soon.

Within a day I received a call from Anthony Arcidiacono. He was standing in my mothers front yard making sure he understood what the concern was and where there may be an issue. I spent over 40 years in the utility business myself, between Galveston County, Florida and the City of Fort Worth, so I know how much emphasis is placed upon good customer service. One of the most important things we always drove home with our employees is to communicate with the customer to let them know their issues was being address....Make sure they understood what could and what could not be done...and

why.....In my many years of service I came to realize that the customer is not always right.....however.....the customer will understand if they are told the facts.

Mr. Arcidiacono's phone call to verify the concern and express what steps he will take in order to further the investigation was reassuring.

Kudo's to Mr. Arcidiacono and to the management of Utility Departments for the City of Galveston. You have a difficult job.....I appreciate the efforts.

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## **Sanitation:**

**Sent:** Tuesday, February 19, 2019 4:40 PM

**Subject:** Great Job!!

Good afternoon,

Angela Brown (409-\*\*\*-\*\*\*\*) at \*\*\*\* Ave N ½ would like to tell the crew members they did a Great Job last week when picking up tree limbs. She said, "Thank you."

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**Sent:** Wednesday, February 20, 2019 9:32 AM

**Subject:** Compliment for Sanitation

John, 41<sup>st</sup> and Ave T ½ - 409-\*\*\*-\*\*\*\*, called to say he very much appreciated the good job the Sanitation crew, truck #53, did in picking up his oleander trimmings from his street.

**Sent:** Wednesday, February 06, 2019 1:10 PM

**Subject:** FW: TRASH littering at 21216 Gulf Drive - Health and Safety Concern - Vermin and Snakes

Mr. Wozniak is thankful for the work put in to get the trash removed.